

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**COURT ATTENDANT  
PARKS, RECREATION AND CULTURAL ARTS DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs a variety of standardized clerical, maintenance and public contact work in collecting tennis court fees/revenues and in maintaining the tennis courts and surrounding park areas. Employee reports to the Tennis Center and Park Manager and/or Assistant Manager.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is primarily responsible for assisting customers and collecting various fees and revenues using established guidelines and procedures. Work also involves maintaining tennis courts and surrounding park areas, maintaining records of cash received, and accepting court reservations. Work is performed according to standard procedures, but the employee is expected to exercise some independent judgment, discretion, and initiative in completing assignments and handling public contact situations requiring considerable tact and knowledge of applicable policies, procedures and programs. Work is performed under the supervision of the Tennis Center and Park Manager and/or Assistant Manager who will evaluate the employee through observation, accuracy of money taken and disbursed, and review of work completed.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Oversees the tennis court and park while on duty.

Accepts and records tennis court reservations.

Collects fees for tennis court reservations and admittance including group sales and daily admissions; issues admittance tickets; admits patrons to courts.

Collects the appropriate amount of money and returning the appropriate amount of change.

Prepares and maintains appropriate and accurate records of all money transactions.

Reconciles cash drawers with receipts; completes accurate daily cash reports and

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deposit slips.

Receives telephone calls, takes messages as necessary, and assists patrons with questions and requests for service.

Assists with the enforcement of tennis court and park rules and regulations on an as-needed basis.

Provides courteous responses to questions from customers and the general public.

Performs maintenance duties including, but not limited to, sweeping, mopping, cleaning, picking up trash and emptying trash receptacles.

Performs tennis court maintenance including, but not limited to, brooming, rolling, repairing, nailing lines, watering courts, etc.

Assists tennis instructors with group clinics.

## **ADDITIONAL JOB FUNCTIONS**

Performs related work as required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Working knowledge of the game of tennis, including working knowledge of tennis court maintenance.

Some knowledge of various City park locations and general functions.

Ability to perform mathematical calculations rapidly and accurately using a calculator; ability to accurately count money and make change.

Ability to balance income with receipts.

Ability to understand and carry out oral and written instructions.

Ability to exert up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

Ability to acquire knowledge of the rules and regulations related to departmental and/or divisional policies and procedures within a reasonable training period.

Ability to deal tactfully and courteously with the general public in explaining policies and procedures.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

## **MINIMUM EXPERIENCE AND TRAINING**

Graduation from high school supplemented by some experience with the game of tennis and/or in tennis court maintenance; and/or any equivalent combination of training and experience required to perform the essential position functions.

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### **COMPETENCIES**

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 4  
April, 2005  
Non-Exempt